



**National
Transportation
Safety Board**

Vehicle Factors

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Overview

- Ride the Ducks International (RTDI) stretch Duck manufacturer
- RTDI service bulletins
- Ride the Ducks of Seattle maintenance oversight
- NHTSA safety recall program

RTDI Stretch Ducks

- APVs manufactured by RTDI
- Modeled on original WWII military combat vehicle
- *DUCK 6* was built in 2005
- Stretch Ducks now used in commercial tours

RTDI

- About 80 RTDI APVs (Ducks)
- Ducks are operated by RTDI and its licensees and franchisees
- RTDI Duck maintenance program

Stretch Duck Axle Housing Fractures

- 2003 to 2004 – 3 fractures found
- 2004 welded tab repair developed
 - *DUCK* 6 manufactured (2005) with tab
- Summer 2013 – 2 fractures found
 - 1 fracture on axle with welded tab repair installed

RTDI Service Bulletin

RIDE THE DUCKS INTERNATIONAL
Fleet Operations & Safety
2320 West Highway 76
Branson MO 65616

Bulletin No. SB-00-14-13
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Effective Date: 10/01/13
Supersedes: N/A
Completion Date: Prior 2014
Applicable to: All Stretch Ducks
Total Pages: 7

SERVICE BULLETIN

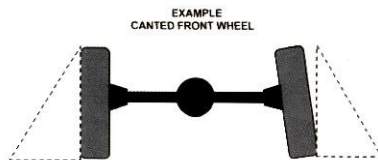
REASON FOR RELEASE: To avoid axle fractures and to strengthen the connection where the knuckle housing ball connects to the axle housing.

Agency: As soon as practical and prior to operating 2014. Until such time this bulletin is reconciled, all maintainers should add the daily visual inspection of the front wheels.

Daily Inspection: Due to the axle housing design, the visual detection of a failing axle housing is not possible. However, during visual examination, when the axle housing is identified as being (vertically canted) the Duck should be removed from service, the damaged axle housing (scrapped) and replaced with an axle housing that has been modified in accordance with this Service Bulletin.

Directions: Provide below are instructions of the modification that once completed will reconcile this Bulletin.

1. Parts required for modification [Fig. 2](#)
2. Preparations for modification [Fig. 3](#)
3. Example of parts fit-up [Fig. 4](#)
4. Welding [Fig. 5](#)
5. View of mods complete [Fig. 6](#)



NOTE: All work must be performed by qualified personnel. Use only authorized components, specified or provided by Ride The Ducks. All applicable OSHA safety standards and safe industry practices must be observed. Observe all safety information contained in the manufacturers manuals. Make available this bulletin and all related technical information to personnel using the equipment.

CONTACT US VIA EMAIL
RTDI FLEET OPS HOTLINE: 417 266 7676
RTDI PARTS: 417 266 7626

Urgency: As soon as practical and prior to operating 2014

Ride the Ducks of Seattle

- Postcrash, maintenance binder found containing service bulletins
- Mechanics unaware of service bulletin for axle housing repair
- Service bulletin repair not completed

NHTSA Manufacturer Requirements

- Manufacturers required to register with NHTSA
- *National Traffic and Motor Vehicle Safety Law of 1966* requirements not met
- NHTSA determined RTDI a vehicle manufacturer

NHTSA Recall Management Program

- Manufacturers must—
 - Repair or replace
 - Refund or repurchase
- RTDI failed to register with NHTSA as a manufacturer

Summary

- Ride the Ducks of Seattle lacked protocols to ensure maintenance was completed properly
- RTDI should be registered as a manufacturer and address defects through the federal recall program



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